

## **SECTION C**

### **Statement of Work**

#### **ISO 9001:2008 Recertification and Surveillance Audits of the Aviation Safety (AVS) Quality Management System (QMS)**

##### **1.0 BACKGROUND INFORMATION**

The Office of Aviation Safety (AVS) is responsible for implementing policy and monitoring compliance of a body of standards, Title 14, Aeronautics and Space, of the Code of Federal Regulations (CFR), which apply to airmen; aircraft manufacturers, repair/maintenance facilities, air schools; air operators, air agencies; and those individuals and organizations that has designated authority to act in AVS' behalf. AVS employs a diverse workforce of over 7000 employees worldwide. The workforce is composed of engineers, scientists, physicians, lawyers, analysts, aviation safety inspectors, and administrative people providing safety support in many unique roles.

The International Organization for Standardization has defined the ISO 9001:2008 Quality Systems Standard as internationally recognized requirements that are designed to provide methods for organizations to demonstrate quality services to customers. Aerospace and transportation industry changes necessitate that the Federal Aviation Administration's Office of Aviation Safety (AVS) develop and establish a Quality Management System (QMS) that will enable the total organization to continually manage change that effectively improves safety management and oversight of the United States (U.S.) aviation system. It is incumbent upon AVS and its component organizations to effectively respond to industry trends and effectively lead change within the AVS workforce to implement system safety thereby meeting all stakeholder's needs and expectations. An effective, progressive step in this "journey to excellence" goal is for AVS to complete the ISO 9001:2008 Recertification Audit.

##### **2.0 PURPOSE**

The audit of the AVS Quality Management System (QMS) for conformance to the ISO 9001:2008 quality standard is based on an external, third party audit to achieve ISO 9001:2008 recertification.

##### **3.0 SCOPE OF WORK**

###### **3.1 APPLICABLE DOCUMENTS**

The latest version of standards referenced in this proposal shall be used for the purposes of this solicitation. The following documents form a part of this specification to the extent specified herein:

- ISO 9000:2005 Quality Management Systems – Fundamentals and Vocabulary
- ISO 9001:2008 Quality Management Systems – Requirements

- ISO 19011 Guidelines for Auditing Quality and/or Environmental Management Systems
- ISO/IEC 17021 General requirements for bodies operating assessment and certification/registration of quality systems.

### 3.2 RECERTIFICATION AUDIT

The recertification audit shall be carried out in accordance with the latest revision of ISO 19011 or its replacement.

The Contractor will perform the following for the recertification audit as requested by the FAA designated COTR:

- Provide a detailed audit schedule for the organizations in Attachment A to this SIR (i.e., dates, events, times, locations, team members) no later than forty-five (45) business days prior to each scheduled audit. Note: The AVS QMS ISO 9001:2008 Certificate expires September 4, 2012 and the organization does not want a lapse in certification.
- (Lead Auditor) shall hold an opening meeting with the AVS QMS Management Representative and site management to outline the audit objectives.
- (Lead Auditor) shall debrief site management of the area audited at the end of each audit day or as agreed to.
- Review site AVS QMS documents (this may be done off site) and provide a detailed written report including nonconformities.
- Shall perform a recertification audit for conformance to ISO 9001:2008.
- (Lead Auditor) shall conduct a closing meeting for the AVS Management Team and/or site office/service management if individual organizations are the subject of audit. This is done to summarize results and identify any issues.
- (Lead Auditor) shall deliver a registration audit report to the AQS QMS Management Representative which details the results of the audit, itemizes nonconformance, requests corrective actions and sets a time limit for the corrective action responses.
- Shall follow-up for closure of nonconformance.

### 3.3 OTHER MISCELLANEOUS REQUIREMENTS

- Contractors must provide their own equipment to perform these audits.
- The contractor must not work during Federal Holidays.

- The contractor shall comply with existing and evolving FAA, AVS, and Office/Service/Staff guidance, policies and procedures.
- All documents, including records, schedules, charts, drafts, diagrams, etc., developed by the contractor during this project in performance of the contract will become the property of the FAA/AVS with the exception of documents needed for submittal to the ISO registering body. Such documentation and records shall be released to the FAA at the end of the contract performance period or upon the request of the COTR.

### 3.4 LOCATION OF WORK PERFORMANCE

The services specified in this contract are mission specific and time sensitive. The performance of this contract is expected to involve travel to the locations listed in Attachment A of this SIR. When the contractor's audit plan includes FAA locations outside the 50 United States, seventy-five (75) days advance notice is required to allow time for Federal Personnel [guide] foreign travel planning. Foreign country business Visa's may be required for travel.

Execution of the specific CLIN tasks must be coordinated with the Contracting Officer's Technical Representative (COTR).

### 4.0 ISO 9001:2008 REGISTRATION

A successful determination of full compliance shall result in recertification and registration of the AVS Quality System. The registration shall include:

- Presentations of camera ready artwork of the Contractor's quality mark and those of the Contractor's accreditations for use on AVS publications and stationery.
- Completion of the recertification prior to September 4, 2012.
- Contractor's published directory of companies that have achieved registration to ISO 9001:2008 shall include reference to the AVS achievement.

The registration shall be valid for a period of three (3) years from the date of issuance and may be withdrawn subject only to the following conditions:

- AVS request for withdrawal, or
- Contractor Lead Auditor's determination that the certificate be withdrawn based upon the registrar's procedures.

### 5.0 SURVEILLANCE AUDITS

The Contractor shall conduct surveillance audits approximately every six months to verify that AVS and its service/office organizations continue to comply with the AVS Quality Management System and ISO 9001:2008.

A Surveillance Audit Report shall be delivered for each such audit which details the results of the audit, itemizes nonconformities, and sets a time limit for AVS organization to implement corrective action

responses. The Contractor shall specify an adequate range of time for AVS to respond to any deficiency. The Contractor shall have a multi-layered appeals system through which the AVS may appeal any ruling, determination or action of the Contractor relating to the auditing and registration processes.

## 6.0 LABOR CATEGORIES

**LEAD AUDITOR** - is a (are) key person(s) and must have led the registration or recertification audit of at least five (5) large organizations with at least one (1) being a federal government or a state government department or agency with geographically distributed multi-site organizations and one (1) being an aviation related organization for compliance with ISO 9001:2008 or AS9100. A familiarity with the Federal Aviation Administration is highly desirable. The lead auditor must be certified as a lead auditor by a national or international auditor certification body and have at least 10 years experience in auditing QMS. The lead auditor must possess a Bachelor's Degree (Arts or Science) from an accredited college or university; an advanced degree is highly desirable.

**AUDITOR** - are individual(s) who are employed on the audit teams to support the lead auditor and they must have participated in at least 10 registration or recertification audits. The (support) auditor must be certified as an auditor by a national or international auditor certification body and have at least 8 years experience in auditing QMS or 5 years auditing AS9100. The auditor must possess a Bachelor's Degree from an accredited college or university.